



PATENT #S

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Group 2700

In re application of Jones, Bryce A.

Application No.: 09/477,991

Group No.: 2772

Filed: January 5, 2000

Examiner: unknown

For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A WEB CALL CENTER

Assistant Commissioner for Patents
 Box Non-Fee Amendments
 Washington, D.C. 20231

**TRANSMITTAL OF INFORMATION DISCLOSURE STATEMENT
 WITHIN THREE MONTHS OF FILING OR
 BEFORE MAILING OF FIRST OFFICE ACTION (37 C.F.R. 1.97(b))**

**IDENTIFICATION OF TIME OF FILING THE ACCOMPANYING
 INFORMATION DISCLOSURE STATEMENT**

The information disclosure statement submitted herewith is being filed within three months of the filing date of the application or date of entry into the national stage of an international application or before the mailing date of a first Office action on the merits, whichever event occurs last. 37 C.F.R. 1.97(b).

CERTIFICATE OF MAILING/TRANSMISSION (37 C.F.R. 1.8(a))

I hereby certify that, on the date shown below, this correspondence is being:

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Date: 4-5-00**FACSIMILE**

transmitted by facsimile to the Patent and Trademark Office.

Laura S. Mellblom

(type or print name of person certifying)

(Transmittal of Information Disclosure Statement Within Three Months of Filing or Before Mailing of First Office Action—page 1 of 2)

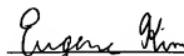
The Applicant respectfully requests that the US Patent Application references be considered in the examination of the above-identified application. In addition, the Applicant respectfully requests that the page of US Patent Application references be considered in the examination of the above-identified application on other than a form PTO-1449 format to avoid the serial numbers of pending applications being published on any future patents.

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Respectfully submitted,



SIGNATURE OF PRACTITIONER

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Application Number: 09/477,991
Filing Date: 01/05/00
First Named Inventor: Jones
Group Art Unit: 2772
Examiner Name: _____
Attorney Docket Number: 1264

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Sheet 1 of 1

UNPUBLISHED PATENT APPLICATION

The Applicant respectfully requests that the attached table of U.S. Patent application serial numbers be considered in the examination of the above-identified application on other than a form PTO-1449 format to avoid the serial numbers of pending applications being published on any future patents.

Examiner's Initials	Cite No.	Client	Application	Filing Date
AA	1143	08/800,819	02/14/1997	
AB	1173	09/063,902	04/21/1998	
AC	1209	09/093,011	06/05/1998	
AD	1220	09/112,566	07/09/1998	
AE	1262	09/324,277	06/02/1999	
AF	1202	09/301,381	04/27/1999	
AG	1271	09/300,688	04/27/1999	
AH	1272	09/300,032	04/27/1999	
AI	1273	09/299,391	04/27/1999	

Examiner Signature

Date Considered: _____

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /B.B./